



**A**UTOMATED **H**EALTH **S**YSTEMS

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# **Ohio Consumer Hotline Monthly Report May 2014**

**"The Enlightened Choice in Health Service Management"**

## ***Call Center Analysis***

*Provider Calls:* There were 7,193 calls from providers this month through the provider queue.

The number of providers who called the Hotline and elected not to enter the Provider queue in order to reach a CSR was 58. Subsequently, CSRs continue to refer these providers to the appropriate phone numbers for Provider Relations (or ACS for pharmacy issues).

### *Provider Directory:*

OMH manages a database of Medicaid providers so that consumers may call and get information on available providers (including specialists) in their area. CSR staff are able to search for options for callers based on their zip code, county, city, type and specialty of the provider desired. ODM provides the data for this file daily. The most recent update was received on Tuesday, June 03, 2014.

Additionally, OMH staff are actively encouraging the use of the ODJFS website for direct access to the Medicaid FFS provider listings.

*Insure Kids Now/Governor's Hotline:* There were a total of 180 calls coming in through this queue for this month.

## ***Activity Summary***

- 430,242 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
  - 393,486 Total Calls (inbound and outbound)
  - 6,440 Call Fire Campaign Calls
  - 22,943 MyCare Outreach Calls
  - 7,193 Provider Calls
  - 180 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 6:52 minutes average talk time
- 1:58 minute average speed to answer
- 62 average CSR inbound calls per day

**Ohio Consumer Hotline**  
**May 2014**  
Call Center Activity Report

Day of the week	Date	Bus Hrs Calls Received (#)	Bus Hrs Calls Answered (#)	Call-Backs Bus Hrs (#)	Call-Backs Non-Bus Hrs (#)	Total Calls & Call-Backs Answered (#)	Total Calls Abandoned (#)	Abandon Rate (%)	Total Outbound Calls (#)	Total Call Activity (Inbound-Outbound)	Maximum Queue Time	Avg. Time to Abandon (Minutes)	Avg. Calls Per FTE Inbound (#)	Avg. Speed to Answer (ASA) (Minutes)	Avg Talk Time (ATT) (Minutes)
Mon	04/28/14	14774	13999	7730	52	14826	775	5%	3219	18045	:26:34	:03:22	63	:01:43	:06:55
Tue	04/29/14	13358	12609	6135	54	13412	749	6%	4623	18035	:25:59	:03:39	62	:01:53	:06:48
Wed	04/30/14	15920	14874	6901	75	15995	1046	7%	5099	21094	:27:46	:03:13	60	:02:11	:06:57
Thurs	05/01/14	16047	15232	7058	68	16115	815	5%	7157	23272	:25:49	:03:21	62	:02:26	:07:19
Fri	05/02/14	14485	13896	7029	43	14528	589	4%	5986	20514	:25:10	:03:02	61	:02:06	:07:30
Sat	05/03/14	4111	3931	1938	30	4141	180	4%	5525	9666	:35:27	:04:24	59	:02:59	:07:22
Sun	05/04/14	0	0	0	145	145	0	0%	0	145	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>78695</b>	<b>74541</b>	<b>36791</b>	<b>467</b>	<b>79162</b>	<b>4154</b>	<b>5%</b>	<b>28390</b>	<b>107552</b>	<b>:35:27</b>	<b>:03:21</b>	<b>61</b>	<b>:02:09</b>	<b>:07:06</b>
	<b>May Only</b>	<b>34643</b>	<b>33059</b>	<b>16025</b>	<b>286</b>	<b>34929</b>	<b>1584</b>	<b>5%</b>	<b>18668</b>	<b>53597</b>	<b>:35:27</b>	<b>:03:20</b>	<b>61</b>	<b>:02:23</b>	<b>:07:24</b>
Mon	05/05/14	15327	14433	7551	71	15398	894	6%	2663	18061	:22:43	:03:42	62	:02:05	:06:58
Tues	05/06/14	12694	12109	6389	65	12759	585	5%	6274	19033	:20:16	:03:32	61	:01:55	:06:57
Wed	05/07/14	11729	11233	5429	32	11761	496	4%	6317	18078	:21:11	:03:19	63	:01:57	:06:41
Thurs	05/08/14	11130	10657	5326	50	11180	473	4%	4649	15829	:22:33	:03:40	61	:02:04	:06:59
Fri	05/09/14	10805	10306	4751	26	10831	499	5%	4410	15241	:21:45	:03:02	64	:01:34	:06:59
Sat	05/10/14	1637	1562	247	17	1654	75	5%	614	2268	:12:35	:02:39	63	:01:12	:06:09
Sun	05/11/14	0	0	0	97	97	0	0%	0	97	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>63322</b>	<b>60300</b>	<b>29693</b>	<b>358</b>	<b>63680</b>	<b>3022</b>	<b>5%</b>	<b>24927</b>	<b>88607</b>	<b>:22:43</b>	<b>:03:28</b>	<b>62</b>	<b>:01:55</b>	<b>:06:52</b>
Mon	05/12/14	13476	12854	6536	30	13506	622	5%	4432	17938	:19:24	:03:33	62	:01:59	:06:59
Tues	05/13/14	12383	11858	5939	38	12421	525	4%	5341	17762	:22:33	:03:52	62	:02:08	:07:02
Wed	05/14/14	11222	10735	5421	35	11257	487	4%	4953	16210	:23:25	:03:20	61	:02:03	:06:57
Thurs	05/15/14	10644	10168	5287	42	10686	476	4%	4599	15285	:23:06	:03:47	60	:01:41	:07:02
Fri	05/16/14	10896	10445	5036	28	10924	451	4%	4556	15480	:22:03	:03:26	63	:01:47	:07:09
Sat	05/17/14	1893	1808	491	16	1909	85	4%	4045	5954	:20:41	:03:06	59	:01:09	:06:25
Sun	05/18/14	0	0	0	98	98	0	0%	0	98	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>60514</b>	<b>57868</b>	<b>28710</b>	<b>287</b>	<b>60801</b>	<b>2646</b>	<b>4%</b>	<b>27926</b>	<b>88727</b>	<b>:23:25</b>	<b>:03:35</b>	<b>61</b>	<b>:01:47</b>	<b>:06:59</b>
Mon	05/19/14	13690	13090	6616	51	13741	600	4%	4891	18632	:22:45	:03:46	63	:01:58	:06:41
Tues	05/20/14	13525	12946	6593	53	13578	579	4%	5604	19182	:23:38	:03:55	65	:01:59	:06:51
Wed	05/21/14	13325	12780	6459	39	13364	545	4%	5457	18821	:23:16	:03:43	62	:01:52	:06:53
Thurs	05/22/14	12573	12068	5625	53	12626	505	4%	5356	17982	:23:09	:03:28	63	:01:52	:06:41
Fri	05/23/14	11060	10708	4658	35	11095	352	3%	4587	15682	:21:41	:03:18	63	:01:54	:06:39
Sat	05/24/14	2088	1996	514	31	2119	92	4%	107	2226	:24:57	:06:53	62	:01:51	:06:04
Sun	05/25/14	0	0	0	127	127	0	0%	0	127	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>66261</b>	<b>63588</b>	<b>30465</b>	<b>389</b>	<b>66650</b>	<b>2673</b>	<b>4%</b>	<b>26002</b>	<b>92652</b>	<b>:24:57</b>	<b>:03:42</b>	<b>63</b>	<b>:01:54</b>	<b>:06:42</b>
Mon	05/26/14	0	0	0	111	111	0	0%	0	111	:00:00	:00:00	0	:00:00	:00:00
Tues	05/27/14	12858	12294	6216	55	12913	564	4%	4760	17673	:24:00	:03:47	62	:01:50	:06:38
Wed	05/28/14	11735	11214	5572	49	11784	521	4%	5072	16856	:23:12	:03:53	61	:01:56	:06:58
Thurs	05/29/14	12293	11790	5682	53	12346	503	4%	4638	16984	:23:42	:03:26	61	:01:55	:06:26
Fri	05/30/14	10735	10290	4789	48	10783	445	4%	4973	15756	:22:46	:03:55	62	:01:57	:06:43
Sat	05/31/14	2214	2097	838	27	2241	117	5%	282	2523	:23:02	:11:20	60	:01:52	:06:50
	<b>Week end</b>	<b>49835</b>	<b>47685</b>	<b>23097</b>	<b>343</b>	<b>50178</b>	<b>2150</b>	<b>4%</b>	<b>19725</b>	<b>69903</b>	<b>:24:00</b>	<b>:04:03</b>	<b>62</b>	<b>:01:54</b>	<b>:06:56</b>
	<b>Month End</b>	<b>274575</b>	<b>262500</b>	<b>127990</b>	<b>1274</b>	<b>275849</b>	<b>12075</b>	<b>4%</b>	<b>117248</b>	<b>393486</b>	<b>:35:27</b>	<b>:03:38</b>	<b>62</b>	<b>:01:58</b>	<b>:06:52</b>

# Call Center Busy Hour Report May 2014

Calls Received During Business Hours

Day of the Week	Date	Total Calls Received	7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM
Thu	05/01/14	16047	580	1182	1391	1612	1589	1482	1560	1614	1564	1490	953	598	432
Fri	05/02/14	14485	526	982	1354	1443	1524	1506	1616	1640	1519	1068	624	401	282
Sat	05/03/14	4111	0	451	328	334	590	681	558	420	400	349	0	0	0
Sun	05/04/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Week Ending</b>		<b>34643</b>	<b>1106</b>	<b>2615</b>	<b>3073</b>	<b>3389</b>	<b>3703</b>	<b>3669</b>	<b>3734</b>	<b>3674</b>	<b>3483</b>	<b>2907</b>	<b>1577</b>	<b>999</b>	<b>714</b>
Mon	05/05/14	15327	464	1110	1544	1651	1687	1611	1663	1662	1456	1122	626	448	283
Tues	05/06/14	12694	424	937	1308	1397	1419	1399	1466	1395	1142	833	441	305	228
Wed	05/07/14	11729	308	690	1122	1232	1306	1295	1406	1394	1214	888	434	277	163
Thurs	05/08/14	11130	263	658	1067	1226	1253	1198	1239	1343	1159	769	397	334	224
Fri	05/09/14	10805	250	697	1088	1203	1205	1190	1203	1317	1210	672	357	278	135
Sat	05/10/14	1637	0	211	175	207	205	194	184	152	154	155	0	0	0
Sun	05/11/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Week Ending</b>		<b>63322</b>	<b>1709</b>	<b>4303</b>	<b>6304</b>	<b>6916</b>	<b>7075</b>	<b>6887</b>	<b>7161</b>	<b>7263</b>	<b>6335</b>	<b>4439</b>	<b>2255</b>	<b>1642</b>	<b>1033</b>
Mon	05/12/14	13476	303	805	1205	1519	1580	1580	1609	1468	1346	964	479	354	264
Tues	05/13/14	12383	322	833	1289	1483	1481	1372	1409	1235	1248	847	402	283	179
Wed	05/14/14	11222	258	655	1155	1240	1269	1141	1279	1210	1192	976	384	308	155
Thurs	05/15/14	10644	278	636	902	1124	1158	1128	1268	1293	1233	735	417	278	194
Fri	05/16/14	10896	245	567	893	1183	1314	1164	1335	1356	1141	816	408	268	206
Sat	05/17/14	1893	0	193	180	257	253	240	205	211	177	177	0	0	0
Sun	05/18/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Week Ending</b>		<b>60514</b>	<b>1406</b>	<b>3689</b>	<b>5624</b>	<b>6806</b>	<b>7055</b>	<b>6625</b>	<b>7105</b>	<b>6773</b>	<b>6337</b>	<b>4515</b>	<b>2090</b>	<b>1491</b>	<b>998</b>
Mon	05/19/14	13690	288	950	1401	1561	1571	1558	1463	1264	1419	984	537	404	290
Tues	05/20/14	13525	285	764	1242	1478	1548	1542	1556	1535	1380	977	598	358	262
Wed	05/21/14	13325	276	834	1384	1563	1572	1559	1506	1467	1261	921	453	328	201
Thurs	05/22/14	12573	320	754	1329	1477	1435	1328	1428	1426	1187	817	481	349	242
Fri	05/23/14	11060	328	736	1097	1317	1286	1276	1286	1141	1082	760	341	259	151
Sat	05/24/14	2088	0	234	225	255	232	268	257	217	174	226	0	0	0
Sun	05/25/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Week Ending</b>		<b>66261</b>	<b>1497</b>	<b>4272</b>	<b>6678</b>	<b>7651</b>	<b>7644</b>	<b>7531</b>	<b>7496</b>	<b>7050</b>	<b>6503</b>	<b>4685</b>	<b>2410</b>	<b>1698</b>	<b>1146</b>
Mon	05/26/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tue	05/27/14	12858	292	858	1271	1416	1623	1495	1320	1408	1129	920	562	329	235
Wed	05/28/14	11735	308	827	1474	1441	1459	1372	1242	1055	1006	754	360	274	163
Thu	05/29/14	12293	271	830	1251	1387	1436	1419	1527	1297	1105	765	444	327	234
Fri	05/30/14	10735	285	730	1117	1231	1314	1236	1233	1152	1092	641	344	219	141
Sat	05/31/14	2214	0	205	179	221	260	265	274	265	263	282	0	0	0
<b>Week Ending</b>		<b>49835</b>	<b>1156</b>	<b>3450</b>	<b>5292</b>	<b>5696</b>	<b>6092</b>	<b>5787</b>	<b>5596</b>	<b>5177</b>	<b>4595</b>	<b>3362</b>	<b>1710</b>	<b>1149</b>	<b>773</b>
<b>Month Total</b>		<b>274575</b>	<b>6874</b>	<b>18329</b>	<b>26971</b>	<b>30458</b>	<b>31569</b>	<b>30499</b>	<b>31092</b>	<b>29937</b>	<b>27253</b>	<b>19908</b>	<b>10042</b>	<b>6979</b>	<b>4664</b>
Cumulative Percent			3%	7%	10%	11%	11%	11%	11%	11%	10%	7%	4%	3%	2%
Eastern Time			7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM

## Ohio Consumer Hotline - Activity Summary Report

Calls made from 5/1/2014 to 5/31/2014

Type	Sub Type	Total
<i><b>ABD Medicaid</b></i>	Application / Eligibility	846
	Benefit Package / Covered Services	141
	Billing Number	68
	Card	196
	Certificate of Coverage	21
	Change	87
	Citizenship Verification Questions	0
	Estate Recovery	18
	Hearing	0
	Patient Liability	6
	Program Information	214
	Under 21 Inquiry	7
	<b>Total</b>	<b>1604</b>
<i><b>BCCP</b></i>	Application / Eligibility	0
	Benefit Package / Covered Services	1
	Card	0
	Change	1
	Estate Recovery	1
	Hearing	0
	Participating Site Information	0
	Program Information	1
	<b>Total</b>	<b>4</b>
<i><b>Consumer Guide</b></i>	Questions From Consumer Guide	27
	<b>Total</b>	<b>27</b>
<i><b>EOMB</b></i>	General Information	4
	Questions About Letter	1
	<b>Total</b>	<b>5</b>

<b>FFS Billing</b>	Billing Number	342
	Claims Request	11
	General Billing Questions	385
	Received Bill (Needs Letter)	14
	<b>Total</b>	<b>752</b>
<b>General Benefits</b>	Dental	274
	Equipment	58
	Family Planning	21
	Healthchek Services	0
	Inquiry on Covered Services	1619
	Medicaid Expansion	1590
	Medicaid School Program	7
	Medlist Assist	6
	Pregnancy Related Services	6
	Prescriptions	643
	Transportation	211
	Vision	137
	<b>Total</b>	<b>4572</b>
<b>Healthy Start</b>	Application / Eligibility	1085
	Benefit Package / Covered Services	209
	Billing Number	125
	Card	373
	Certificate of Coverage	33
	Change	121
	Citizenship Verification Questions	0
	Estate Recovery	3
	Hearing	2
	Program Information	521
	<b>Total</b>	<b>2472</b>
<b>HIPAA</b>	Complaint	0
	Information	2
	Request for Accounting for Disclosure	0

<b>HIPAA</b>	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
	<b>Total</b>	<b>2</b>
<b>Home Health Care</b>	Application / Eligibility	6
	Benefit Package / Covered Services	3
	BHCS Complaint	0
	BHCS Questions	0
	Card	0
	Hearing	3
	HSFA Questions	0
	Passport	1
	Program Information	9
	Provider	2
	Status	0
	<b>Total</b>	<b>24</b>
<b>Incident Report</b>	Billing Inquiry	60
	Reimbursement Inquiry	24
	<b>Total</b>	<b>84</b>
<b>Information</b>	Cash Assistance	9
	CDJFS	328
	Customer Survey	2
	Food Stamps	62
	Hotline	182
	Medicare	131
	Social Security	6
	<b>Total</b>	<b>720</b>
<b>Inquiry</b>	029 Error	29
	574 Error - Not Eligible	3
	Already Selected	1999
	Called to Check on Doctors	701
	Called to Check on Just Cause Status	64
	Case Addition	18
	Case Closed	65

<i><b>Inquiry</b></i>	Case Pending	327
	Category Closed	30
	Change in Name	43
	Change in Phone Number / Address	321
	CIC - Do Not Assign	8
	Consumer Needs To Be Auto Re-Enrolled	4
	Failed Eligibility	174
	General Questions	10724
	Open Enrollment Questions	1601
	Person Calling Not PIP / AG Head	315
	Referred Consumer to County Worker	1321
	Returned NME / Notice	2
	Transferred in Error	3
	Wanted Phone Number of MCP	291
	<b>Total</b>	<b>18043</b>
<i><b>Issue / Concern</b></i>	Issue / Concern about MCP	13
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	2
	Issue / Concern with ODM	2
	<b>Total</b>	<b>17</b>
<i><b>Limited Family Planning Services</b></i>	Application / Eligibility	71
	Benefit Package / Covered Services	77
	Billing Number	2
	Card	16
	Certificate of Coverage	3
	Change	3
	Hearing	0
	Program Information	109
	<b>Total</b>	<b>281</b>
<i><b>Long Term Care</b></i>	Application / Eligibility	4

<b>Long Term Care</b>	<b>Benefit Package / Covered Services</b>	3
	<b>Card</b>	3
	<b>Community Spouse</b>	0
	<b>Estate Recovery</b>	0
	<b>Hearing</b>	0
	<b>Ohio Access Success Project</b>	0
	<b>Patient Liability</b>	2
	<b>Program Information</b>	14
	<b>Total</b>	<b>26</b>
<b>Mailings</b>	<b>"Getting Long Term Care" Pamphlet</b>	3
	<b>ABD Application Letter - 7200</b>	262
	<b>ABD EMP Enrollment Packet</b>	19
	<b>ABD Pamphlet - Spanish</b>	3
	<b>Approved Letter</b>	82
	<b>BCCP Brochure</b>	0
	<b>Billing Incident Letter</b>	54
	<b>Call Me Letter</b>	0
	<b>CFC EMP Enrollment Packet</b>	134
	<b>Citizenship Verification Brochure</b>	0
	<b>CPA Letter</b>	0
	<b>CPA Letter - Blank</b>	323
	<b>Enrollment Error Letter</b>	0
	<b>Healthy Start Brochure</b>	9
	<b>HIPAA Notice</b>	4
	<b>HS/HF Information</b>	0
	<b>ICDS Enrollment Letter</b>	33472
	<b>Immigrants Medicaid - Somali</b>	0
	<b>JC Approval Change MCP</b>	323
	<b>JC Approval Change MCP - Requestor</b>	12
<b>JC Approval FFS</b>	1	

<b>Mailings</b>	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	1
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	0
	Mandatory CFC Enrolled Child	0
	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	2
	MBI-WD Application	6
	Medicaid Program Enrollment & Benefit Information	53
	MyCare EMP Enrollment Packet	170
	N1 Reminder Letter	59653
	N3 ABD Reminder Letter	2078
	No Contact	0
	OH Partnership for LTC	1
	Ohio Medicaid Pamphlet - Spanish	6
	Patient Liability Lbl	0
	PHI Brochure	0
	QMB - Blank	234
	Reimbursement Letter	24
	Rejected - General	123
	Rejected - General ABD	45
	Rejected - SSI-BCMh-CIC	22
	Residential Treatment Letter	13
	Resolution	2
	Resolution Declined	0
	Spend Down Approval	3
	Spend Down Denial	2
	TPL Approval	1
	TPL Verification Needed	0
	<b>Total</b>	<b>97140</b>

<b>Managed Care Info &amp; Referral</b>	<b>Benefit Package</b>	1203
	<b>Billing Number</b>	131
	<b>Card</b>	1938
	<b>Information</b>	6001
	<b>Just Cause Status</b>	46
	<b>Payment</b>	5
	<b>Phone Numbers</b>	1080
	<b>Provider Name</b>	668
	<b>Transfer Request - Bureau of Managed Care</b>	4
	<b>Total</b>	<b>11076</b>
<b>MBI-WD</b>	<b>AG Collections Questions</b>	6
	<b>Application / Eligibility</b>	17
	<b>Benefit Package / Covered Services</b>	4
	<b>Billing Number</b>	1
	<b>Card</b>	3
	<b>Certificate of Coverage</b>	0
	<b>Premium Collection Issue - Needs Follow-Up</b>	10
	<b>Program Information</b>	23
	<b>Questions About Premiums</b>	27
	<b>Total</b>	<b>91</b>
<b>Medicaid Medicaid Correspondence</b>	<b>Consumer Reached - Resolved</b>	8
	<b>Unable to Reach - Letter Sent - Resolved</b>	1
	<b>Total</b>	<b>9</b>
<b>Medicare Part D</b>	<b>Application / Eligibility</b>	56
	<b>Information</b>	190
	<b>Questions About Letter</b>	6
	<b>Total</b>	<b>252</b>
<b>Medicare Premium Assistance</b>	<b>Application / Eligibility</b>	266
	<b>Benefit Package / Covered Services</b>	152
	<b>Billing Number</b>	3
	<b>Card</b>	49
	<b>Certificate of Coverage</b>	4

<b>Medicare Premium Assistance</b>	Change	26
	Estate Recovery	1
	Hearing	1
	Patient Liability	3
	Program Information	294
	<b>Total</b>	<b>799</b>
<b>Mental Health Services</b>	Questions About Letter	1
	Referred to MCP for MH Access	0
	Referred to MH Provider	1
	Request Benefits Balance - Needs Follow-Up	0
	<b>Total</b>	<b>2</b>
<b>MyCare Ohio</b>	General Information	7368
	<b>Total</b>	<b>7368</b>
<b>ODM Survey</b>	Managed Care Survey	5
	<b>Total</b>	<b>5</b>
<b>Ohio Benefits Self Service Portal</b>	Access my Benefits	14
	Account Creation/Management	11
	Account Lock Out	19
	Application Assistance	185
	Apply for Benefits	356
	County Office Location/Hours	15
	Electronic Verification	10
	Forgot Password Link	10
	Forgot User Name Link	5
	Frequently Asked Questions	161
	General Navigation	50
	How to use this Site	34
	Internet Browser Issue	3
	Message Center	6
	Provided Link to Website	352
	Submit Error Issue	35
	Transfer Call to Tier 2/3	63
	<b>Total</b>	<b>1329</b>

<b>Ohio Integrated Eligibility System (OIES)</b>	<b>Business Hours (8am to 4pm) Telephone Application Intake</b>	962
	<b>Case Inquiry/Case Status</b>	2427
	<b>Contact CDJS</b>	559
	<b>Did Not Give Audio Signature to Complete Telephone Application</b>	10
	<b>Electronic Verification Process</b>	66
	<b>Journal Creation &amp; Management</b>	2
	<b>MAGI (Modified Adjusted Gross Income) Program Information</b>	352
	<b>Notice of Action Explanation</b>	38
	<b>Reprint FFS card from Hotline</b>	0
	<b>Reprint NOA from Hotline</b>	2
	<b>Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back</b>	182
	<b>Total</b>	<b>4600</b>
	<b>Ohio's Best RX</b>	<b>Program Information</b>
<b>Referred Caller</b>		4
<b>Total</b>		<b>11</b>
<b>Other Medicaid Program</b>	<b>Application / Eligibility</b>	619
	<b>Benefit Package / Covered Services</b>	249
	<b>Billing Number</b>	140
	<b>Card</b>	288
	<b>Certificate of Coverage</b>	11
	<b>Change</b>	181
	<b>Citizenship Verification Questions</b>	1
	<b>Estate Recovery</b>	7
	<b>Hearing</b>	3
	<b>Program Information</b>	381
	<b>Total</b>	<b>1880</b>

<b>PACT</b>	Card	1
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	0
	Provider	0
	Transfer Request	0
	<b>Total</b>	<b>1</b>
<b>Prior Authorization</b>	How to Obtain	290
	Letter	9
	Program Information	232
	Status	193
	Transfer Request - Needs Follow-Up	2
	<b>Total</b>	<b>726</b>
<b>Provider</b>	Fee-For-Service Provider Names	189
	Referred to MCP For Provider List	59
	Referred to ODM Website For Provider List	56
	Referred to State Board To File Complaint Against Provider	4
	<b>Total</b>	<b>308</b>
<b>Reimbursement</b>	Decision	16
	Information	335
	State Hearing	4
	<b>Total</b>	<b>355</b>
<b>Spend Down</b>	Amount	473
	Card	158
	Certificate of Coverage	37
	Hearing	4
	Problem	76
	Program Information	612
	<b>Total</b>	<b>1360</b>
<b>State Hearings</b>	How to Request	37
	Program Information	37

<b>State Hearings</b>	Status	4
	<b>Total</b>	<b>78</b>
<b>Surveys</b>	Call Center Survey	396
	<b>Total</b>	<b>396</b>
<b>Third Party Liability</b>	Cannot Resolve with CDJFS - Needs Follow-Up	11
	General Information	165
	Need Medications Now	21
	Referral to Case Worker	183
	Referral to TPL Vendor	35
	<b>Total</b>	<b>415</b>
<b>Tort</b>	General Information	428
	Provided Number to Tort Unit	11
	<b>Total</b>	<b>439</b>
<b>Waiver</b>	Application / Eligibility	131
	Benefit Package / Covered Services	47
	Billing Number	4
	Card	29
	Certificate of Coverage	4
	Change	28
	Estate Recovery	4
	Hearing	2
	Independent Provider	2
	Patient Evaluation	1
	Patient Liability	9
	Program Information	84
	Waiting List	5
	<b>Total</b>	<b>350</b>
<b>Grand Total All Categories</b>		<b>157623</b>

**Ohio Consumer Hotline -  
Total Number of Calls by Referral**

**Calls made from 5/1/2014 to 5/31/2014**

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	184
	ACS / First Health	111
	ADAMH	6
	Area Agency on Aging	136
	BCCP Regional Agency	1
	BCMh	7
	Bureau of Home and Community Services	5
	Case Management Agency	29
	Caseworker	910
	Child Support Enforcement Agency	2
	Complaint Department	11
	County Department of Job & Family Services	1350
	Enrollment Administration Services (EAS)	1
	First Link	7
	Food Stamp Hotline	8
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	2
	HomeHealthAgency	7
	Info & Refer	94
	In-House	11
	Legal Aid	5
	Managed Care Enrollment Center	34
	Managed Care Plan	1458
	Managed Care Section	18
	MR / DD Board	3
	ODM	17
	Ohio Department of Insurance	20
Ohio Hospice	0	

<b>Referral</b>	<b>Ohio's Best Rx</b>	8
	<b>Ombudsman</b>	9
	<b>OSHIIP</b>	59
	<b>Other Medical Services Agency</b>	27
	<b>Other Social Services Agency</b>	22
	<b>Out-of-State Medicaid Hotline</b>	12
	<b>PACT</b>	0
	<b>Pharmacy</b>	94
	<b>Prescription Drug Plan (PDP)</b>	55
	<b>Provider</b>	373
	<b>Provider Services Call Center</b>	214
	<b>Public Children's Services</b>	6
	<b>Social Security Administration</b>	23
	<b>StateHearingDivision</b>	63
	<b>StateMedicalBoard</b>	14
	<b>Supervisor</b>	40
	<b>Tort Unit</b>	4
	<b>Website - ODM</b>	115
	<b>Welfare Fraud Hotline</b>	2
	<b>WIC Office</b>	2
<b>Total</b>		<b>5579</b>

**AGED, BLIND, DISABLED (ABD)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Type as a Percentage of Method  
 Effective Date: 6/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	519	61.20%	311	36.67%	18	2.12%	848	100%
Call Campaign	112	71.34%	44	28.03%	1	0.64%	157	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	1	100.00%	0	0.00%	0	0.00%	1	100%
Mail	0	0.00%	0	0.00%	0	0.00%	0	100%
Website	68	68.69%	31	31.31%	0	0.00%	99	100%

**AGED, BLIND, DISABLED (ABD)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 6/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	519	74.14%	311	80.57%	18	94.74%	848	76.74%
Call Campaign	112	16.00%	44	11.40%	1	5.26%	157	14.21%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	1	0.14%	0	0.00%	0	0.00%	1	0.09%
Mail	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	68	9.71%	31	8.03%	0	0.00%	99	8.96%
<b>TOTAL</b>	<b>700</b>	<b>100%</b>	<b>386</b>	<b>100%</b>	<b>19</b>	<b>100%</b>	<b>1105</b>	<b>100%</b>

**AGED, BLIND, DISABLED (ABD)  
HEALTH CARE PLAN ENROLLMENT TYPE BY  
BY MANAGED CARE PLAN  
Region and MCP as a Percentage of Type  
Effective Date: 6/1/2014**

<b>MCP</b>	<b>Region</b>	<b>FFS To MCP</b>		<b>MCP To MCP</b>		<b>MCP To FFS</b>	
<b>Buckeye</b>	Central/South East	5		4		1	
	North East	39		20		1	
	West	29		8		0	
	<b>Total</b>	<b>73</b>	<b>10.43%</b>	<b>32</b>	<b>8.29%</b>	<b>2</b>	<b>10.53%</b>
<b>Caresource</b>	Central/South East	93		43		6	
	North East	185		116		2	
	West	156		88		1	
	<b>Total</b>	<b>434</b>	<b>62.00%</b>	<b>247</b>	<b>63.99%</b>	<b>9</b>	<b>47.37%</b>
<b>Molina</b>	Central/South East	38		19		3	
	North East	7		1		0	
	West	31		17		1	
	<b>Total</b>	<b>76</b>	<b>10.86%</b>	<b>37</b>	<b>9.59%</b>	<b>4</b>	<b>21.05%</b>
<b>Paramount</b>	Central/South East	2		2		1	
	North East	4		1		1	
	West	33		26		1	
	<b>Total</b>	<b>39</b>	<b>5.57%</b>	<b>29</b>	<b>7.51%</b>	<b>3</b>	<b>15.79%</b>
<b>United</b>	Central/South East	18		14		0	
	North East	38		14		1	
	West	22		13		0	
	<b>Total</b>	<b>78</b>	<b>11.14%</b>	<b>41</b>	<b>10.62%</b>	<b>1</b>	<b>5.26%</b>
<b>Total Mandatory</b>		<b>700</b>	<b>100.00%</b>	<b>386</b>	<b>100.00%</b>	<b>19</b>	<b>100.00%</b>

**AGED, BLIND, DISABLED (ABD)  
HEALTH CARE PLAN ENROLLMENT TYPE  
BY REGION**

Region and MCP as a Percentage of Type  
Effective Date: 6/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	5	3.21%	4	4.88%	1	9.09%
	Caresource	93	59.62%	43	52.44%	6	54.55%
	Molina	38	24.36%	19	23.17%	3	27.27%
	Paramount	2	1.28%	2	2.44%	1	9.09%
	United	18	11.54%	14	17.07%	0	0.00%
	<b>Total</b>	<b>156</b>	<b>100.00%</b>	<b>82</b>	<b>100.00%</b>	<b>11</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	39	14.29%	20	13.16%	1	20.00%
	Caresource	185	67.77%	116	76.32%	2	40.00%
	Molina	7	2.56%	1	0.66%	0	0.00%
	Paramount	4	1.47%	1	0.66%	1	20.00%
	United	38	13.92%	14	9.21%	1	20.00%
	<b>Total</b>	<b>273</b>	<b>100.00%</b>	<b>152</b>	<b>100.00%</b>	<b>5</b>	<b>100.00%</b>
<b>West</b>	Buckeye	29	10.70%	8	5.26%	0	0.00%
	Caresource	156	57.56%	88	57.89%	1	33.33%
	Molina	31	11.44%	17	11.18%	1	33.33%
	Paramount	33	12.18%	26	17.11%	1	33.33%
	United	22	8.12%	13	8.55%	0	0.00%
	<b>Total</b>	<b>271</b>	<b>100.00%</b>	<b>152</b>	<b>100.00%</b>	<b>3</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>700</b>		<b>386</b>		<b>19</b>	

**AGED, BLIND, DISABLED (ABD)  
ASSIGNMENT BY REGION**  
Effective Date: 6/1/2014

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	238	459	<b>697</b>
North East	425	722	<b>1147</b>
West	423	610	<b>1033</b>
<b>Total For All Regions</b>	<b>1086</b>	<b>1791</b>	<b>2877</b>

**AGED, BLIND, DISABLED (ABD)**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 6/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	5	4	9	86	95	13.63%
	Caresource	93	43	136	176	312	44.76%
	Molina	38	19	57	83	140	20.09%
	Paramount	2	2	4	60	64	9.18%
	United	18	14	32	54	86	12.34%
	<b>Total</b>	<b>156</b>	<b>82</b>	<b>238</b>	<b>459</b>	<b>697</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	39	20	59	168	227	19.79%
	Caresource	185	116	301	57	358	31.21%
	Molina	7	1	8	215	223	19.44%
	Paramount	4	1	5	152	157	13.69%
	United	38	14	52	130	182	15.87%
	<b>Total</b>	<b>273</b>	<b>152</b>	<b>425</b>	<b>722</b>	<b>1147</b>	<b>100.00%</b>
<b>West</b>	Buckeye	29	8	37	130	167	16.17%
	Caresource	156	88	244	176	420	40.66%
	Molina	31	17	48	119	167	16.17%
	Paramount	33	26	59	99	158	15.30%
	United	22	13	35	86	121	11.71%
	<b>Total</b>	<b>271</b>	<b>152</b>	<b>423</b>	<b>610</b>	<b>1033</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>700</b>	<b>386</b>	<b>1086</b>	<b>1791</b>	<b>2877</b>	

**COVERED FAMILY AND CHILDREN (CFC)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 6/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	26214	63.34%	4251	78.11%	38	97.44%	30503	65.08%
Call Campaign	4491	10.85%	517	9.50%	1	2.56%	5009	10.69%
Face-To-Face	3	0.01%	0	0.00%	0	0.00%	3	0.01%
Fax	4	0.01%	0	0.00%	0	0.00%	4	0.01%
Mail	29	0.07%	4	0.07%	0	0.00%	33	0.07%
Website	10645	25.72%	670	12.31%	0	0.00%	11315	24.14%
<b>TOTAL</b>	<b>41386</b>	<b>100%</b>	<b>5442</b>	<b>100%</b>	<b>39</b>	<b>100%</b>	<b>46867</b>	<b>100%</b>

**COVERED FAMILY AND CHILDREN (CFC)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
Type as a Percentage of Method  
Effective Date: 6/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	26214	85.94%	4251	13.94%	38	0.12%	30503	100%
Call Campaign	4491	89.66%	517	10.32%	1	0.02%	5009	100%
Face-To-Face	3	100.00%	0	0.00%	0	0.00%	3	100%
Fax	4	100.00%	0	0.00%	0	0.00%	4	100%
Mail	29	87.88%	4	12.12%	0	0.00%	33	100%
Website	10645	94.08%	670	5.92%	0	0.00%	11315	100%

**COVERED FAMILY AND CHILDREN (CFC)  
HEALTH CARE PLAN ENROLLMENT TYPE BY  
BY MANAGED CARE PLAN**

Region and MCP as a Percentage of Type  
Effective Date: 6/1/2014

<b>MCP</b>	<b>Region</b>	<b>FFS To MCP</b>		<b>MCP To MCP</b>		<b>MCP To FFS</b>	
<b>Buckeye</b>	Central/South East	298		30		0	
	North East	2475		289		7	
	West	1320		187		10	
	<b>Total</b>	<b>4093</b>	<b>9.89%</b>	<b>506</b>	<b>9.30%</b>	<b>17</b>	<b>43.59%</b>
<b>Caresource</b>	Central/South East	4787		771		1	
	North East	12991		1553		1	
	West	7217		1113		7	
	<b>Total</b>	<b>24995</b>	<b>60.39%</b>	<b>3437</b>	<b>63.16%</b>	<b>9</b>	<b>23.08%</b>
<b>Molina</b>	Central/South East	2057		292		1	
	North East	555		54		1	
	West	958		147		1	
	<b>Total</b>	<b>3570</b>	<b>8.63%</b>	<b>493</b>	<b>9.06%</b>	<b>3</b>	<b>7.69%</b>
<b>Paramount</b>	Central/South East	121		23		0	
	North East	496		42		2	
	West	2405		365		1	
	<b>Total</b>	<b>3022</b>	<b>7.30%</b>	<b>430</b>	<b>7.90%</b>	<b>3</b>	<b>7.69%</b>
<b>United</b>	Central/South East	1400		165		1	
	North East	3145		295		2	
	West	1161		116		4	
	<b>Total</b>	<b>5706</b>	<b>13.79%</b>	<b>576</b>	<b>10.58%</b>	<b>7</b>	<b>17.95%</b>
<b>Total Mandatory</b>		<b>41386</b>	<b>100.00%</b>	<b>5442</b>	<b>100.00%</b>	<b>39</b>	<b>100.00%</b>

**COVERED FAMILY AND CHILDREN (CFC)  
HEALTH CARE PLAN ENROLLMENT TYPE  
BY REGION**

Region and MCP as a Percentage of Type  
Effective Date: 6/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	298	3.44%	30	2.34%	0	0.00%
	Caresource	4787	55.26%	771	60.19%	1	33.33%
	Molina	2057	23.74%	292	22.79%	1	33.33%
	Paramount	121	1.40%	23	1.80%	0	0.00%
	United	1400	16.16%	165	12.88%	1	33.33%
	<b>Total</b>	<b>8663</b>	<b>100.00%</b>	<b>1281</b>	<b>100.00%</b>	<b>3</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	2475	12.59%	289	12.94%	7	53.85%
	Caresource	12991	66.07%	1553	69.55%	1	7.69%
	Molina	555	2.82%	54	2.42%	1	7.69%
	Paramount	496	2.52%	42	1.88%	2	15.38%
	United	3145	16.00%	295	13.21%	2	15.38%
	<b>Total</b>	<b>19662</b>	<b>100.00%</b>	<b>2233</b>	<b>100.00%</b>	<b>13</b>	<b>100.00%</b>
<b>West</b>	Buckeye	1320	10.11%	187	9.70%	10	43.48%
	Caresource	7217	55.26%	1113	57.73%	7	30.43%
	Molina	958	7.33%	147	7.62%	1	4.35%
	Paramount	2405	18.41%	365	18.93%	1	4.35%
	United	1161	8.89%	116	6.02%	4	17.39%
	<b>Total</b>	<b>13061</b>	<b>100.00%</b>	<b>1928</b>	<b>100.00%</b>	<b>23</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>41386</b>		<b>5442</b>		<b>39</b>	

**COVERED FAMILY AND CHILDREN (CFC)  
ASSIGNMENT BY REGION**  
Effective Date: 6/1/2014

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	9944	11283	<b>21227</b>
North East	21895	30455	<b>52350</b>
West	14989	14017	<b>29006</b>
<b>Total For All Regions</b>	<b>46828</b>	<b>55755</b>	<b>102583</b>

**COVERED FAMILY AND CHILDREN (CFC)  
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
Effective Date: 6/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	298	30	328	2423	2751	12.96%
	Caresource	4787	771	5558	2189	7747	36.50%
	Molina	2057	292	2349	2229	4578	21.57%
	Paramount	121	23	144	2370	2514	11.84%
	United	1400	165	1565	2072	3637	17.13%
	<b>Total</b>	<b>8663</b>	<b>1281</b>	<b>9944</b>	<b>11283</b>	<b>21227</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	2475	289	2764	7341	10105	19.30%
	Caresource	12991	1553	14544	558	15102	28.85%
	Molina	555	54	609	7625	8234	15.73%
	Paramount	496	42	538	7584	8122	15.51%
	United	3145	295	3440	7347	10787	20.61%
	<b>Total</b>	<b>19662</b>	<b>2233</b>	<b>21895</b>	<b>30455</b>	<b>52350</b>	<b>100.00%</b>
<b>West</b>	Buckeye	1320	187	1507	2743	4250	14.65%
	Caresource	7217	1113	8330	2764	11094	38.25%
	Molina	958	147	1105	2746	3851	13.28%
	Paramount	2405	365	2770	2724	5494	18.94%
	United	1161	116	1277	3040	4317	14.88%
	<b>Total</b>	<b>13061</b>	<b>1928</b>	<b>14989</b>	<b>14017</b>	<b>29006</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>41386</b>	<b>5442</b>	<b>46828</b>	<b>55755</b>	<b>102583</b>	

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 6/1/2014

**ENROLLMENT TYPE**

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	2381	28.27%	288	33.92%	0	0.00%	2669	28.45%
Call	Medicaid only	2684	31.87%	397	46.76%	80	73.39%	3161	33.70%
Call Campaign	Dual benefits	334	3.97%	35	4.12%	0	0.00%	369	3.93%
Call Campaign	Medicaid only	414	4.92%	55	6.48%	1	0.92%	470	5.01%
Face-To-Face	Medicaid only	2	0.02%	0	0.00%	0	0.00%	2	0.02%
Fax	Dual benefits	81	0.96%	1	0.12%	0	0.00%	82	0.87%
Fax	Medicaid only	895	10.63%	17	2.00%	28	25.69%	940	10.02%
Mail	Dual benefits	77	0.91%	2	0.24%	0	0.00%	79	0.84%
Mail	Medicaid only	278	3.30%	6	0.71%	0	0.00%	284	3.03%
Website	Dual benefits	452	5.37%	13	1.53%	0	0.00%	465	4.96%
Website	Medicaid only	825	9.79%	35	4.12%	0	0.00%	860	9.17%
<b>TOTAL</b>		<b>8423</b>	100%	<b>849</b>	100%	<b>109</b>	100%	<b>9381</b>	100%

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
Type as a Percentage of Method  
Effective Date: 6/1/2014

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	2381	89.21%	288	10.79%	0	0.00%	2669	100%
Call	Medicaid only	2684	84.91%	397	12.56%	80	2.53%	3161	100%
Call Campaign	Dual benefits	334	90.51%	35	9.49%	0	0.00%	369	100%
Call Campaign	Medicaid only	414	88.09%	55	11.70%	1	0.21%	470	100%
Face-To-Face	Medicaid only	2	100.00%	0	0.00%	0	0.00%	2	100%
Fax	Dual benefits	81	98.78%	1	1.22%	0	0.00%	82	100%
Fax	Medicaid only	895	95.21%	17	1.81%	28	2.98%	940	100%
Mail	Dual benefits	77	97.47%	2	2.53%	0	0.00%	79	100%
Mail	Medicaid only	278	97.89%	6	2.11%	0	0.00%	284	100%
Website	Dual benefits	452	97.20%	13	2.80%	0	0.00%	465	100%
Website	Medicaid only	825	95.93%	35	4.07%	0	0.00%	860	100%

**MyCare**  
**HEALTH CARE PLAN ENROLLMENT TYPE BY**  
**BY MANAGED CARE PLAN**  
Region and MCP as a Percentage of Type  
Effective Date: 6/1/2014

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Aetna</b>	Central		0		0		0		0
	North West	Dual benefits	450		0		0		450
	North West	Medicaid only	654		0		4		658
	South West	Dual benefits	629		0		0		629
	South West	Medicaid only	1458		0		40		1498
	<b>Total</b>			<b>3191</b>	<b>37.88%</b>	<b>0</b>	<b>0.00%</b>	<b>44</b>	<b>40.37%</b>
<b>Buckeye</b>	North East	Dual benefits	5		45		0		50
	North East	Medicaid only	14		43		4		61
	North West	Dual benefits	432		0		0		432
	North West	Medicaid only	434		0		6		440
	West Central		0		0		0		0
	<b>Total</b>			<b>885</b>	<b>10.51%</b>	<b>88</b>	<b>10.37%</b>	<b>10</b>	<b>9.17%</b>
<b>Caresource</b>	East Central		0		0		0		0
	North East	Dual benefits	48		237		0		285
	North East	Medicaid only	93		363		2		458
	North East Central	Dual benefits	671		0		0		671
	North East Central	Medicaid only	637		0		7		644
	<b>Total</b>			<b>1449</b>	<b>17.20%</b>	<b>600</b>	<b>70.67%</b>	<b>9</b>	<b>8.26%</b>
<b>Molina</b>	Central		0		0		0		0
	South West	Dual benefits	663		0		0		663
	South West	Medicaid only	1288		0		26		1314
	West Central		0		0		0		0
	<b>Total</b>			<b>1951</b>	<b>23.16%</b>	<b>0</b>	<b>0.00%</b>	<b>26</b>	<b>23.85%</b>
<b>United</b>	East Central		0		0		0		0
	North East	Dual benefits	13		57		0		70
	North East	Medicaid only	51		104		3		158
	North East Central	Dual benefits	414		0		0		414

<b>United</b>	North East Central	Medicaid only	469		0		17		486
	<b>Total</b>		<b>947</b>	<b>11.24%</b>	<b>161</b>	<b>18.96%</b>	<b>20</b>	<b>18.35%</b>	
<b>Total Mandatory</b>			<b>8423</b>	<b>100.00%</b>	<b>849</b>	<b>100.00%</b>	<b>109</b>	<b>100.00%</b>	

**MyCare  
HEALTH CARE PLAN ENROLLMENT TYPE  
BY REGION**

Region and MCP as a Percentage of Type  
Effective Date: 6/1/2014

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Central</b>	Aetna		0	0.00%	0	0.00%	0	0.00%	0
	Molina		0	0.00%	0	0.00%	0	0.00%	0
	<b>Total</b>		<b>0</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>East Central</b>	Caresource		0	0.00%	0	0.00%	0	0.00%	0
	United		0	0.00%	0	0.00%	0	0.00%	0
	<b>Total</b>		<b>0</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>North East</b>	Buckeye	Dual benefits	5	2.23%	45	5.30%	0	0.00%	50
	Buckeye	Medicaid only	14	6.25%	43	5.06%	4	44.44%	61
	Caresource	Dual benefits	48	21.43%	237	27.92%	0	0.00%	285
	Caresource	Medicaid only	93	41.52%	363	42.76%	2	22.22%	458
	United	Dual benefits	13	5.80%	57	6.71%	0	0.00%	70
	United	Medicaid only	51	22.77%	104	12.25%	3	33.33%	158
	<b>Total</b>		<b>224</b>	<b>100.00%</b>	<b>849</b>	<b>100.00%</b>	<b>9</b>	<b>100.00%</b>	
<b>North East Central</b>	Caresource	Dual benefits	671	30.63%	0	0.00%	0	0.00%	671
	Caresource	Medicaid only	637	29.07%	0	0.00%	7	29.17%	644
	United	Dual benefits	414	18.90%	0	0.00%	0	0.00%	414
	United	Medicaid only	469	21.41%	0	0.00%	17	70.83%	486
	<b>Total</b>		<b>2191</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	<b>24</b>	<b>100.00%</b>	
<b>North West</b>	Aetna	Dual benefits	450	22.84%	0	0.00%	0	0.00%	450
	Aetna	Medicaid only	654	33.20%	0	0.00%	4	40.00%	658
	Buckeye	Dual benefits	432	21.93%	0	0.00%	0	0.00%	432
	Buckeye	Medicaid only	434	22.03%	0	0.00%	6	60.00%	440
	<b>Total</b>		<b>1970</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	<b>10</b>	<b>100.00%</b>	
<b>South West</b>	Aetna	Dual benefits	629	15.58%	0	0.00%	0	0.00%	629
	Aetna	Medicaid only	1458	36.11%	0	0.00%	40	60.61%	1498
	Molina	Dual benefits	663	16.42%	0	0.00%	0	0.00%	663
	Molina	Medicaid only	1288	31.90%	0	0.00%	26	39.39%	1314
	<b>Total</b>		<b>4038</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	<b>66</b>	<b>100.00%</b>	
<b>West Central</b>	Buckeye		0	0.00%	0	0.00%	0	0.00%	0

<b>West Central</b>	Molina		0	0.00%	0	0.00%	0	0.00%	0
	<b>Total</b>		<b>0</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>Total Mandatory</b>			<b>8423</b>		<b>849</b>		<b>109</b>		

**MyCare**  
**ASSIGNMENT BY REGION**  
 Effective Date: 6/1/2014

<b>Region</b>	<b>Medicare Status</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
North East	Medicaid only	668	882	<b>1550</b>
	Dual benefits	405	0	<b>405</b>
		1073	882	<b>1955</b>
North East Central	Medicaid only	1106	5689	<b>6795</b>
	Dual benefits	1085	0	<b>1085</b>
		2191	5689	<b>7880</b>
North West	Medicaid only	1088	6659	<b>7747</b>
	Dual benefits	882	0	<b>882</b>
		1970	6659	<b>8629</b>
South West	Medicaid only	2746	12854	<b>15600</b>
	Dual benefits	1292	0	<b>1292</b>
		4038	12854	<b>16892</b>
<b>Total For All Regions</b>		<b>9272</b>	<b>26084</b>	<b>35356</b>

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 6/1/2014

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central</b>	Aetna		0	0	0	0	0	0.00%
	Molina		0	0	0	0	0	0.00%
	<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100.00%</b>
<b>East Central</b>	Caresource		0	0	0	0	0	0.00%
	United		0	0	0	0	0	0.00%
	<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	Dual benefits	5	45	50	0	50	2.56%
	Buckeye	Medicaid only	14	43	57	222	279	14.27%
	Caresource	Dual benefits	48	237	285	0	285	14.58%
	Caresource	Medicaid only	93	363	456	232	688	35.19%
	United	Dual benefits	13	57	70	0	70	3.58%
	United	Medicaid only	51	104	155	428	583	29.82%
	<b>Total</b>		<b>224</b>	<b>849</b>	<b>1073</b>	<b>882</b>	<b>1955</b>	<b>100.00%</b>
<b>North East Central</b>	Caresource	Dual benefits	671	0	671	0	671	8.52%
	Caresource	Medicaid only	637	0	637	2337	2974	37.74%
	United	Dual benefits	414	0	414	0	414	5.25%
	United	Medicaid only	469	0	469	3352	3821	48.49%
	<b>Total</b>		<b>2191</b>	<b>0</b>	<b>2191</b>	<b>5689</b>	<b>7880</b>	<b>100.00%</b>
<b>North West</b>	Aetna	Dual benefits	450	0	450	0	450	5.21%
	Aetna	Medicaid only	654	0	654	3220	3874	44.90%
	Buckeye	Dual benefits	432	0	432	0	432	5.01%
	Buckeye	Medicaid only	434	0	434	3439	3873	44.88%
	<b>Total</b>		<b>1970</b>	<b>0</b>	<b>1970</b>	<b>6659</b>	<b>8629</b>	<b>100.00%</b>

<b>South West</b>	Aetna	Dual benefits	629	0	629	0	629	3.72%
	Aetna	Medicaid only	1458	0	1458	7132	8590	50.85%
	Molina	Dual benefits	663	0	663	0	663	3.92%
	Molina	Medicaid only	1288	0	1288	5722	7010	41.50%
	<b>Total</b>		<b>4038</b>	<b>0</b>	<b>4038</b>	<b>12854</b>	<b>16892</b>	<b>100.00%</b>
<b>West Central</b>	Buckeye		0	0	0	0	0	0.00%
	Molina		0	0	0	0	0	0.00%
	<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100.00%</b>
<b>Total Mandatory</b>			<b>8423</b>	<b>849</b>	<b>9272</b>	<b>26084</b>	<b>35356</b>	

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP**  
 Effective Date: 6/1/2014

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>Central</b>	<b>Delaware</b>	Aetna		0	0	0	0	0	
		Molina		0	0	0	0	0	
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	<b>Franklin</b>	Aetna		0	0	0	0	0	
		Molina		0	0	0	0	0	
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	<b>Madison</b>	Aetna		0	0	0	0	0	
		Molina		0	0	0	0	0	
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	<b>Pickaway</b>	Aetna		0	0	0	0	0	
		Molina		0	0	0	0	0	
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	<b>Union</b>	Aetna		0	0	0	0	0	
		Molina		0	0	0	0	0	
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	<b>Central Region Totals</b>								
	<b>Aetna</b>				<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Molina</b>				<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>East Central</b>	<b>Portage</b>	Caresource		0	0	0	0	0
		United		0	0	0	0	0
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Stark</b>	Caresource		0	0	0	0	0
		United		0	0	0	0	0
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<i>East Central</i>	Summit	Caresource		0	0	0	0	0
		United		0	0	0	0	0
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Wayne	Caresource		0	0	0	0	0
		United		0	0	0	0	0
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<i>East Central Region Totals</i>								
Caresource				<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
United				<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Dual benefits	4	33	37	0	37
			Medicaid only	7	31	38	162	200
		Caresource	Dual benefits	36	201	237	0	237
			Medicaid only	59	275	334	159	493
		United	Dual benefits	10	49	59	0	59
			Medicaid only	39	77	116	344	460
		<b>Total</b>		<b>155</b>	<b>666</b>	<b>821</b>	<b>665</b>	<b>1486</b>
	Geauga	Buckeye	Medicaid only	0	0	0	3	3
		Caresource	Dual benefits	0	1	1	0	1
			Medicaid only	0	2	2	5	7
		United	Dual benefits	1	0	1	0	1
			Medicaid only	2	2	4	4	8
		<b>Total</b>		<b>3</b>	<b>5</b>	<b>8</b>	<b>12</b>	<b>20</b>
	Lake	Buckeye	Dual benefits	0	3	3	0	3
			Medicaid only	4	4	8	13	21
		Caresource	Dual benefits	2	5	7	0	7

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>North East</b>	<b>Lake</b>	Caresource	Medicaid only	11	18	29	22	51	
		United	Dual benefits	0	1	1	0	1	
			Medicaid only	3	9	12	23	35	
		<b>Total</b>			<b>20</b>	<b>40</b>	<b>60</b>	<b>58</b>	<b>118</b>
	<b>Lorain</b>	Buckeye	Dual benefits	1	8	9	0	9	
			Medicaid only	2	3	5	39	44	
		Caresource	Dual benefits	6	27	33	0	33	
			Medicaid only	6	60	66	31	97	
		United	Dual benefits	1	4	5	0	5	
			Medicaid only	5	7	12	47	59	
		<b>Total</b>			<b>21</b>	<b>109</b>	<b>130</b>	<b>117</b>	<b>247</b>
		<b>Medina</b>	Buckeye	Dual benefits	0	1	1	0	1
				Medicaid only	1	5	6	5	11
			Caresource	Dual benefits	4	3	7	0	7
	Medicaid only			17	8	25	15	40	
	United		Dual benefits	1	3	4	0	4	
			Medicaid only	2	9	11	10	21	
	<b>Total</b>				<b>25</b>	<b>29</b>	<b>54</b>	<b>30</b>	<b>84</b>
	<b>North East Region Totals</b>								
	<b>Buckeye</b>				<b>19</b>	<b>88</b>	<b>107</b>	<b>222</b>	<b>329</b>
	<b>Caresource</b>				<b>141</b>	<b>600</b>	<b>741</b>	<b>232</b>	<b>973</b>
	<b>United</b>				<b>64</b>	<b>161</b>	<b>225</b>	<b>428</b>	<b>653</b>
	<b>Total</b>				<b>224</b>	<b>849</b>	<b>1073</b>	<b>882</b>	<b>1955</b>
	Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North East Central</b>	<b>Columbiana</b>	Caresource	Dual benefits	109	0	109	0	109	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>North East Central</b>	<b>Columbiana</b>	Caresource	Medicaid only	99	0	99	461	560	
		United	Dual benefits	115	0	115	0	115	
			Medicaid only	124	0	124	588	712	
		<b>Total</b>			<b>447</b>	<b>0</b>	<b>447</b>	<b>1049</b>	<b>1496</b>
	<b>Mahoning</b>	Caresource	Dual benefits	290	0	290	0	290	
			Medicaid only	379	0	379	989	1368	
		United	Dual benefits	158	0	158	0	158	
			Medicaid only	211	0	211	1739	1950	
		<b>Total</b>			<b>1038</b>	<b>0</b>	<b>1038</b>	<b>2728</b>	<b>3766</b>
		<b>Trumbull</b>	Caresource	Dual benefits	272	0	272	0	272
	Medicaid only			159	0	159	887	1046	
	United		Dual benefits	141	0	141	0	141	
			Medicaid only	134	0	134	1025	1159	
	<b>Total</b>				<b>706</b>	<b>0</b>	<b>706</b>	<b>1912</b>	<b>2618</b>
	<b>North East Central Region Totals</b>								
	<b>Caresource</b>				<b>1308</b>	<b>0</b>	<b>1308</b>	<b>2337</b>	<b>3645</b>
	<b>United</b>				<b>883</b>	<b>0</b>	<b>883</b>	<b>3352</b>	<b>4235</b>
	<b>Total</b>				<b>2191</b>	<b>0</b>	<b>2191</b>	<b>5689</b>	<b>7880</b>
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>North West</b>	<b>Fulton</b>	Aetna	Dual benefits	21	0	21	0	21	
			Medicaid only	11	0	11	118	129	
		Buckeye	Dual benefits	26	0	26	0	26	
			Medicaid only	23	0	23	121	144	
	<b>Total</b>			<b>81</b>	<b>0</b>	<b>81</b>	<b>239</b>	<b>320</b>	
	<b>Lucas</b>	Aetna	Dual benefits	330	0	330	0	330	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>North West</b>	<b>Lucas</b>	Aetna	Medicaid only	541	0	541	2662	3203	
		Buckeye	Dual benefits	318	0	318	0	318	
			Medicaid only	341	0	341	2820	3161	
		<b>Total</b>			<b>1530</b>	<b>0</b>	<b>1530</b>	<b>5482</b>	<b>7012</b>
	<b>Ottawa</b>	Aetna	Dual benefits	20	0	20	0	20	
			Medicaid only	19	0	19	155	174	
		Buckeye	Dual benefits	12	0	12	0	12	
			Medicaid only	11	0	11	158	169	
		<b>Total</b>			<b>62</b>	<b>0</b>	<b>62</b>	<b>313</b>	<b>375</b>
		<b>Wood</b>	Aetna	Dual benefits	79	0	79	0	79
	Medicaid only			83	0	83	285	368	
	Buckeye		Dual benefits	76	0	76	0	76	
			Medicaid only	59	0	59	340	399	
	<b>Total</b>				<b>297</b>	<b>0</b>	<b>297</b>	<b>625</b>	<b>922</b>
	<b>North West Region Totals</b>								
	<b>Aetna</b>				<b>1104</b>	<b>0</b>	<b>1104</b>	<b>3220</b>	<b>4324</b>
	<b>Buckeye</b>				<b>866</b>	<b>0</b>	<b>866</b>	<b>3439</b>	<b>4305</b>
	<b>Total</b>				<b>1970</b>	<b>0</b>	<b>1970</b>	<b>6659</b>	<b>8629</b>
	Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>South West</b>	<b>Butler</b>	Aetna	Dual benefits	148	0	148	0	148	
			Medicaid only	410	0	410	1289	1699	
		Molina	Dual benefits	87	0	87	0	87	
			Medicaid only	195	0	195	1173	1368	
	<b>Total</b>			<b>840</b>	<b>0</b>	<b>840</b>	<b>2462</b>	<b>3302</b>	
	<b>Clermont</b>	Aetna	Dual benefits	68	0	68	0	68	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>South West</b>	<b>Clermont</b>	Aetna	Medicaid only	98	0	98	688	786	
		Molina	Dual benefits	79	0	79	0	79	
			Medicaid only	143	0	143	688	831	
		<b>Total</b>			<b>388</b>	<b>0</b>	<b>388</b>	<b>1376</b>	<b>1764</b>
	<b>Clinton</b>	Aetna	Dual benefits	27	0	27	0	27	
			Medicaid only	60	0	60	229	289	
		Molina	Dual benefits	26	0	26	0	26	
			Medicaid only	27	0	27	137	164	
		<b>Total</b>			<b>140</b>	<b>0</b>	<b>140</b>	<b>366</b>	<b>506</b>
		<b>Hamilton</b>	Aetna	Dual benefits	318	0	318	0	318
	Medicaid only			685	0	685	4408	5093	
	Molina		Dual benefits	431	0	431	0	431	
			Medicaid only	866	0	866	3365	4231	
	<b>Total</b>				<b>2300</b>	<b>0</b>	<b>2300</b>	<b>7773</b>	<b>10073</b>
	<b>Warren</b>		Aetna	Dual benefits	68	0	68	0	68
		Medicaid only		205	0	205	518	723	
		Molina	Dual benefits	40	0	40	0	40	
			Medicaid only	57	0	57	359	416	
		<b>Total</b>			<b>370</b>	<b>0</b>	<b>370</b>	<b>877</b>	<b>1247</b>
		<b>South West Region Totals</b>							
<b>Aetna</b>				<b>2087</b>	<b>0</b>	<b>2087</b>	<b>7132</b>	<b>9219</b>	
<b>Molina</b>				<b>1951</b>	<b>0</b>	<b>1951</b>	<b>5722</b>	<b>7673</b>	
<b>Total</b>				<b>4038</b>	<b>0</b>	<b>4038</b>	<b>12854</b>	<b>16892</b>	
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>West Central</b>	<b>Clark</b>	Buckeye		0	0	0	0	0	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<i>West Central</i>	<b>Clark</b>	Molina		0	0	0	0	0
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Greene</b>	Buckeye		0	0	0	0	0
		Molina		0	0	0	0	0
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Montgomery</b>	Buckeye		0	0	0	0	0
		Molina		0	0	0	0	0
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<i>West Central Region Totals</i>							
<b>Buckeye</b>				<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Molina</b>				<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Mandatory</b>				<b>8423</b>	<b>849</b>	<b>9272</b>	<b>26084</b>	<b>35356</b>

**MyCare  
MEDICARE STATUS CHANGES BY  
MCP (Standalone Opt In/Opt Out)  
MCP and Region as a Percentage of Type  
Effective Date: 6/1/2014**

<b>MCP</b>	<b>Region</b>	<b>Dual Benefits to Medicaid Only</b>		<b>Medicaid Only to Dual Benefits</b>		<b>Total</b>
<b>Aetna</b>	<i>North West</i>	17	3.70%	24	8.25%	41
	<i>South West</i>	138	30.07%	46	15.81%	184
	<b>Total</b>	<b>155</b>	<b>33.77%</b>	<b>70</b>	<b>24.05%</b>	<b>225</b>
<b>Buckeye</b>	<i>North East</i>	19	4.14%	6	2.06%	25
	<i>North West</i>	11	2.40%	26	8.93%	37
	<b>Total</b>	<b>30</b>	<b>6.54%</b>	<b>32</b>	<b>11.00%</b>	<b>62</b>
<b>Caresource</b>	<i>North East</i>	91	19.83%	73	25.09%	164
	<i>North East Central</i>	13	2.83%	42	14.43%	55
	<b>Total</b>	<b>104</b>	<b>22.66%</b>	<b>115</b>	<b>39.52%</b>	<b>219</b>
<b>Molina</b>	<i>South West</i>	112	24.40%	39	13.40%	151
	<b>Total</b>	<b>112</b>	<b>24.40%</b>	<b>39</b>	<b>13.40%</b>	<b>151</b>
<b>United</b>	<i>North East</i>	40	8.71%	23	7.90%	63
	<i>North East Central</i>	18	3.92%	12	4.12%	30
	<b>Total</b>	<b>58</b>	<b>12.64%</b>	<b>35</b>	<b>12.03%</b>	<b>93</b>
<b>Total Changes</b>		<b>459</b>	<b>100.00%</b>	<b>291</b>	<b>100.00%</b>	<b>750</b>

**MyCare  
 MEDICARE STATUS CHANGES BY  
 MCP (Standalone Opt In/Opt Out)  
 MCP and Region as a Percentage of Type  
 Effective Date: 6/1/2014**

<b>Region</b>	<b>MCP</b>	<b>Dual Benefits to Medicaid Only</b>		<b>Medicaid Only to Dual Benefits</b>		<b>Total</b>
<b>North West</b>	<i>Aetna</i>	17	3.70%	24	8.25%	41
	<i>Buckeye</i>	11	2.40%	26	8.93%	37
	<b>Total</b>	<b>28</b>	<b>6.10%</b>	<b>50</b>	<b>17.18%</b>	<b>78</b>
<b>South West</b>	<i>Aetna</i>	138	30.07%	46	15.81%	184
	<i>Molina</i>	112	24.40%	39	13.40%	151
	<b>Total</b>	<b>250</b>	<b>54.47%</b>	<b>85</b>	<b>29.21%</b>	<b>335</b>
<b>North East</b>	<i>Buckeye</i>	19	4.14%	6	2.06%	25
	<i>Caresource</i>	91	19.83%	73	25.09%	164
	<i>United</i>	40	8.71%	23	7.90%	63
	<b>Total</b>	<b>150</b>	<b>32.68%</b>	<b>102</b>	<b>35.05%</b>	<b>252</b>
<b>North East Central</b>	<i>Caresource</i>	13	2.83%	42	14.43%	55
	<i>United</i>	18	3.92%	12	4.12%	30
	<b>Total</b>	<b>31</b>	<b>6.75%</b>	<b>54</b>	<b>18.56%</b>	<b>85</b>
<b>Total Changes</b>		<b>459</b>	<b>100.00%</b>	<b>291</b>	<b>100.00%</b>	<b>750</b>

## Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 5/1/2014 to 6/1/2014

Total Surveys Available for Completion: 67467

Questions	Customer Response										Total	Total
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	16	22.22%	44	61.11%	7	9.72%	4	5.56%	1	1.39%	72	100.00%
Our answers to your questions	34	47.22%	32	44.44%	2	2.78%	3	4.17%	1	1.39%	72	100.00%
Our courtesy to you and your family	49	68.06%	22	30.56%	0	0.00%	1	1.39%	0	0.00%	72	100.00%
Overall, how would you rate our staff and services	36	50.00%	33	45.83%	1	1.39%	2	2.78%	1	0.00%	72	100.00%
<b>Total</b>	<b>135</b>	<b>46.88%</b>	<b>131</b>	<b>45.49%</b>	<b>10</b>	<b>3.47%</b>	<b>10</b>	<b>3.47%</b>	<b>2</b>	<b>0.69%</b>	<b>288</b>	<b>100.00%</b>

Number of Surveys Attempted: 398

Number of Completed Customer Satisfaction Surveys: 72